

**Duke, Daphne**

---

**Subject:** FW: [External] RE: Re: Evening Public Hearings on the Dominion Energy Rate Case - DN 2020-125-E

**From:** MATTHEW GISSENDANNER <matthew.gissendanner@dominionenergy.com>

**Sent:** Tuesday, November 10, 2020 2:02 PM

**To:** Wessinger-Hill, JoAnne <JoAnne.Hill@psc.sc.gov>; mardis3@sc.rr.com; KENNETH BURGESS <chad.burgess@dominionenergy.com>; Grube-Lybarker, Carri <clybarker@scconsumer.gov>; Bateman, Andrew <abateman@ors.sc.gov>; Hamm, Steven <shamm@ors.sc.gov>; Huber, Christopher <chuber@ors.sc.gov>; Knowles, Alex <aknowles@ors.sc.gov>; Mitch Willoughby <mwilloughby@willoughbyhoefer.com>; Belton T. Zeigler <belton.zeigler@wbd-us.com>; Kathryn.Mansfield@wbd-us.com; manzelmo@meguirewoods.com; fknapp@knappagency.com; emily.w.medlyn.civ@mail.mil; alex@shissiaslawfirm.com; bguild@mindspring.com; dori.jaffe@sierraclub.org; Hall, Roger <RHall@scconsumer.gov>; adam@scjustice.org; seaton@spilmanlaw.com; dwilliamson@spilmanlaw.com; Scott Elliott <sellott@elliottlaw.us>; john@johncoffman.net; klee@selcsc.org; Parker, Connor <cjparker@scconsumer.gov>; PSC\_Contact <Contact@psc.sc.gov>

**Cc:** Boyd, Jocelyn <Jocelyn.Boyd@psc.sc.gov>; Butler, David <David.Butler@psc.sc.gov>; Stark, David <david.stark@psc.sc.gov>; Dukes, Jerisha <Jerisha.Dukes@psc.sc.gov>

**Subject:** [External] RE: Re: Evening Public Hearings on the Dominion Energy Rate Case - DN 2020-125-E

JoAnne:

One clarification – Mr. Cooper reached out to the Company this morning before the Company was able to reach out to him. I apologize for this miscommunication.

Matt

**From:** MATTHEW GISSENDANNER (Services - 6)

**Sent:** Tuesday, November 10, 2020 1:53 PM

**To:** Wessinger-Hill, JoAnne <JoAnne.Hill@psc.sc.gov>; mardis3@sc.rr.com; CHAD BURGESS (Services - 6) <chad.burgess@dominionenergy.com>; Carri Grube-Lybarker <clybarker@scconsumer.gov>; Bateman, Andrew <abateman@ors.sc.gov>; Hamm, Steven <shamm@ors.sc.gov>; Huber, Christopher <chuber@ors.sc.gov>; Knowles, Alex <aknowles@ors.sc.gov>; Mitchell Willoughby <mwilloughby@willoughbyhoefer.com>; Zeigler, Belton <belton.zeigler@wbd-us.com>; Mansfield, Kathryn <Kathryn.Mansfield@wbd-us.com>; manzelmo@meguirewoods.com; fknapp@knappagency.com; emily.w.medlyn.civ@mail.mil; Alexander Shissias <alex@shissiaslawfirm.com>; Robert Guild <bguild@mindspring.com>; dori.jaffe <dori.jaffe@sierraclub.org>; Hall, Roger <RHall@scconsumer.gov>; Adam Protheroe <adam@scjustice.org>; Stephanie Eaton <seaton@spilmanlaw.com>; Derrick Williamson <dwilliamson@spilmanlaw.com>; Scott Elliott <sellott@elliottlaw.us>; john@johncoffman.net; klee <klee@selcsc.org>; Parker, Connor <cjparker@scconsumer.gov>; PSC\_Contact <Contact@psc.sc.gov>

**Cc:** Boyd, Jocelyn <Jocelyn.Boyd@psc.sc.gov>; Butler, David <David.Butler@psc.sc.gov>; Stark, David <david.stark@psc.sc.gov>; Dukes, Jerisha <Jerisha.Dukes@psc.sc.gov>

**Subject:** RE: [External] RE: Evening Public Hearings on the Dominion Energy Rate Case - DN 2020-125-E

JoAnne:

I wanted to provide you with an update on this situation.

The Company reached out to Ms. Cooper this morning. I am informed that her husband answered the phone, indicated that the Coopers had experienced a power quality issue (which the Coopers have referred to as a "power surge") during the public night hearing, and suggested that this power quality issue may have been the reason why Ms. Cooper was unable to reach the Company via phone.

After the call with Mr. Cooper, DESC dispatched a crew to the Coopers' residence and discovered a neutral connection with possible squirrel damage. Squirrel-damaged neutral connections are a common cause of power quality issues such as those described by Ms. Cooper in her testimony. The Company repaired the neutral connection, replaced the service wire and checked all connections.

Additionally, while onsite, the Company discovered that the Customer's wiring going through the weatherhead and down the mast conduit had insulation that was cracked and crumbling off. This wire is the responsibility of the Customer, and the Company advised the Coopers to call an electrician to replace this wire.

Finally, the Company has inventoried its records and has no record of any report from the Coopers regarding the power surge that Ms. Cooper testified occurred several months ago. The Company does have a record of an outage on September 16, 2020, as a result of a tree on a line.

Thank you for the opportunity to provide you with this update.

Matt

**From:** Wessinger-Hill, JoAnne <[JoAnne.Hill@psc.sc.gov](mailto:JoAnne.Hill@psc.sc.gov)>

**Sent:** Tuesday, November 10, 2020 9:17 AM

**To:** MATTHEW GISSENDANNER (Services - 6) <[matthew.gissendanner@dominionenergy.com](mailto:matthew.gissendanner@dominionenergy.com)>; [mardis3@sc.rr.com](mailto:mardis3@sc.rr.com); CHAD BURGESS (Services - 6) <[chad.burgess@dominionenergy.com](mailto:chad.burgess@dominionenergy.com)>; Carri Grube-Lybarker <[clybarker@scconsumer.gov](mailto:clybarker@scconsumer.gov)>; Bateman, Andrew <[abateman@ors.sc.gov](mailto:abateman@ors.sc.gov)>; Hamm, Steven <[shamm@ors.sc.gov](mailto:shamm@ors.sc.gov)>; Huber, Christopher <[chuber@ors.sc.gov](mailto:chuber@ors.sc.gov)>; Knowles, Alex <[akowles@ors.sc.gov](mailto:akowles@ors.sc.gov)>; Mitchell Willoughby <[mwilloughby@willoughbyhoefer.com](mailto:mwilloughby@willoughbyhoefer.com)>; Zeigler, Belton <[belton.zeigler@wbd-us.com](mailto:belton.zeigler@wbd-us.com)>; Mansfield, Kathryn <[Kathryn.Mansfield@wbd-us.com](mailto:Kathryn.Mansfield@wbd-us.com)>; [manzelmo@mcguirewoods.com](mailto:manzelmo@mcguirewoods.com); [fknapp@knappagency.com](mailto:fknapp@knappagency.com); [emily.w.medlyn.civ@mail.mil](mailto:emily.w.medlyn.civ@mail.mil); Alexander Shissias <[alex@shissiaslawfirm.com](mailto:alex@shissiaslawfirm.com)>; Robert Guild <[bguild@mindspring.com](mailto:bguild@mindspring.com)>; dori.jaffe <[dori.jaffe@sierraclub.org](mailto:dori.jaffe@sierraclub.org)>; Hall, Roger <[RHall@scconsumer.gov](mailto:RHall@scconsumer.gov)>; Adam Protheroe <[adam@scjustice.org](mailto:adam@scjustice.org)>; Stephanie Eaton <[seaton@spilmanlaw.com](mailto:seaton@spilmanlaw.com)>; Derrick Williamson <[dwilliamson@spilmanlaw.com](mailto:dwilliamson@spilmanlaw.com)>; Scott Elliott <[selliott@elliottlaw.us](mailto:selliott@elliottlaw.us)>; [john@johncoffman.net](mailto:john@johncoffman.net); klee <[klee@selcsc.org](mailto:klee@selcsc.org)>; Parker, Connor <[cjparker@scconsumer.gov](mailto:cjparker@scconsumer.gov)>; PSC\_Contact <[Contact@psc.sc.gov](mailto:Contact@psc.sc.gov)>

**Cc:** Boyd, Jocelyn <[Jocelyn.Boyd@psc.sc.gov](mailto:Jocelyn.Boyd@psc.sc.gov)>; Butler, David <[David.Butler@psc.sc.gov](mailto:David.Butler@psc.sc.gov)>; Stark, David <[david.stark@psc.sc.gov](mailto:david.stark@psc.sc.gov)>; Dukes, Jerisha <[Jerisha.Dukes@psc.sc.gov](mailto:Jerisha.Dukes@psc.sc.gov)>

**Subject:** [EXTERNAL] Re: [External] Re: Evening Public Hearings on the Dominion Energy Rate Case - DN 2020-125-E

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Thank you for your attention to this matter. I don't why the email took so long for delivery as it was sent during the night public hearing.

Jo Anne

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**From:** MATTHEW GISSENDANNER <[matthew.gissendanner@dominionenergy.com](mailto:matthew.gissendanner@dominionenergy.com)>

**Sent:** Tuesday, November 10, 2020 8:54:14 AM

**To:** Wessinger-Hill, JoAnne <[JoAnne.Hill@psc.sc.gov](mailto:JoAnne.Hill@psc.sc.gov)>; [mardis3@sc.rr.com](mailto:mardis3@sc.rr.com) <[mardis3@sc.rr.com](mailto:mardis3@sc.rr.com)>; KENNETH BURGESS <[chad.burgess@dominionenergy.com](mailto:chad.burgess@dominionenergy.com)>; Grube-Lybarker, Carri <[clybarker@scconsumer.gov](mailto:clybarker@scconsumer.gov)>; Bateman, Andrew <[abateman@ors.sc.gov](mailto:abateman@ors.sc.gov)>; Hamm, Steven <[shamm@ors.sc.gov](mailto:shamm@ors.sc.gov)>; Huber, Christopher <[chuber@ors.sc.gov](mailto:chuber@ors.sc.gov)>; Knowles, Alex <[aknowles@ors.sc.gov](mailto:aknowles@ors.sc.gov)>; Mitch Willoughby <[mwilloughby@willoughbyhoefer.com](mailto:mwilloughby@willoughbyhoefer.com)>; Belton T. Zeigler <[belton.zeigler@wbd-us.com](mailto:belton.zeigler@wbd-us.com)>; [Kathryn.Mansfield@wbd-us.com](mailto:Kathryn.Mansfield@wbd-us.com) <[Kathryn.Mansfield@wbd-us.com](mailto:Kathryn.Mansfield@wbd-us.com)>; [manzelmo@mcguirewoods.com](mailto:manzelmo@mcguirewoods.com) <[manzelmo@mcguirewoods.com](mailto:manzelmo@mcguirewoods.com)>; [fknapp@knappagency.com](mailto:fknapp@knappagency.com) <[fknapp@knappagency.com](mailto:fknapp@knappagency.com)>; [emily.w.medlyn.civ@mail.mil](mailto:emily.w.medlyn.civ@mail.mil) <[emily.w.medlyn.civ@mail.mil](mailto:emily.w.medlyn.civ@mail.mil)>; [alex@shissiaslawfirm.com](mailto:alex@shissiaslawfirm.com) <[alex@shissiaslawfirm.com](mailto:alex@shissiaslawfirm.com)>; [bguild@mindspring.com](mailto:bguild@mindspring.com) <[bguild@mindspring.com](mailto:bguild@mindspring.com)>; [dori.jaffe@sierraclub.org](mailto:dori.jaffe@sierraclub.org) <[dori.jaffe@sierraclub.org](mailto:dori.jaffe@sierraclub.org)>; Hall, Roger <[RHall@scconsumer.gov](mailto:RHall@scconsumer.gov)>; [adam@scjustice.org](mailto:adam@scjustice.org) <[adam@scjustice.org](mailto:adam@scjustice.org)>; [seaton@spilmanlaw.com](mailto:seaton@spilmanlaw.com) <[seaton@spilmanlaw.com](mailto:seaton@spilmanlaw.com)>; [dwilliamson@spilmanlaw.com](mailto:dwilliamson@spilmanlaw.com) <[dwilliamson@spilmanlaw.com](mailto:dwilliamson@spilmanlaw.com)>; Scott Elliott <[selliott@elliottlaw.us](mailto:selliott@elliottlaw.us)>; [john@johncoffman.net](mailto:john@johncoffman.net) <[john@johncoffman.net](mailto:john@johncoffman.net)>; [klee@selcsc.org](mailto:klee@selcsc.org) <[klee@selcsc.org](mailto:klee@selcsc.org)>; Parker, Connor <[cjparker@scconsumer.gov](mailto:cjparker@scconsumer.gov)>; PSC\_Contact <[Contact@psc.sc.gov](mailto:Contact@psc.sc.gov)>  
**Cc:** Boyd, Jocelyn <[Jocelyn.Boyd@psc.sc.gov](mailto:Jocelyn.Boyd@psc.sc.gov)>; Butler, David <[David.Butler@psc.sc.gov](mailto:David.Butler@psc.sc.gov)>; Wessinger-Hill, JoAnne <[JoAnne.Hill@psc.sc.gov](mailto:JoAnne.Hill@psc.sc.gov)>; Stark, David <[david.stark@psc.sc.gov](mailto:david.stark@psc.sc.gov)>; Dukes, Jerisha <[Jerisha.Dukes@psc.sc.gov](mailto:Jerisha.Dukes@psc.sc.gov)>  
**Subject:** [External] Re: Evening Public Hearings on the Dominion Energy Rate Case - DN 2020-125-E

JoAnne:

Thank you for your email, which I did not receive until 11:04 p.m., almost two hours after the hearing concluded.

DESC did not receive a call from Ms. Cooper at the number provided during the hearing; however, DESC did receive a call from Ms. Leslie Miner, who stated that she was calling on behalf of Ms. Cooper.

DESC will be happy to reach out to Ms. Cooper at the number provided to discuss her testimony and to identify whether the electrical issue that she claims to have experienced last night is an issue related to the DESC system or whether it is an issue related to the electrical wiring and installation at her residence. The latter would require a call to an electrician.

Matt

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**From:** Wessinger-Hill, JoAnne <[JoAnne.Hill@psc.sc.gov](mailto:JoAnne.Hill@psc.sc.gov)>  
**Sent:** Monday, November 9, 2020 11:04 PM  
**To:** [mardis3@sc.rr.com](mailto:mardis3@sc.rr.com); CHAD BURGESS (Services - 6); Carri Grube-Lybarker; Bateman, Andrew; Hamm, Steven; Huber, Christopher; Knowles, Alex; Mitchell Willoughby; Zeigler, Belton; Mansfield, Kathryn; [manzelmo@mcguirewoods.com](mailto:manzelmo@mcguirewoods.com); MATTHEW GISSENDANNER (Services - 6); [fknapp@knappagency.com](mailto:fknapp@knappagency.com); [emily.w.medlyn.civ@mail.mil](mailto:emily.w.medlyn.civ@mail.mil); Alexander Shissias; Robert Guild; [dori.jaffe@sierraclub.org](mailto:dori.jaffe@sierraclub.org); Hall, Roger; Adam Protheroe; Stephanie Eaton; Derrick Williamson; Scott Elliott; [john@johncoffman.net](mailto:john@johncoffman.net); [klee@selcsc.org](mailto:klee@selcsc.org); Parker, Connor; PSC\_Contact  
**Cc:** Boyd, Jocelyn; Butler, David; Wessinger-Hill, JoAnne; Stark, David; Dukes, Jerisha  
**Subject:** [EXTERNAL] Evening Public Hearings on the Dominion Energy Rate Case - DN 2020-125-E

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Dear Parties:

Witness Elaine Cooper has tried to call the Dominion Energy South Carolina, Inc. and cannot get through. Can a Dominion representative please call Ms. Cooper at \_\_\_\_\_

When this email is posted on the DMS, the Commission staff shall redact her number from this email correspondence to the parties.

Thank you.

Jo Anne

*Jo Anne Wessinger Hill*

**C. Jo Anne Wessinger Hill, Esq.  
General Counsel to the Commission  
Public Service Commission**

State of South Carolina  
101 Executive Center Drive, Suite 100  
Columbia, SC 29210

[www.psc.sc.gov](http://www.psc.sc.gov)

Email: [JoAnne.Hill@psc.sc.gov](mailto:JoAnne.Hill@psc.sc.gov)

803-896-5100 (main) | 803-896-5188 (f) | [JoAnne.Hill@psc.sc.gov](mailto:JoAnne.Hill@psc.sc.gov)

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